

Return form

Return Conditions

Not satisfied with your product? You have the option to return the product within 14 days of receipt. Please follow the steps below.

Registration

- Send us an email at info@themechanic-parts.com or use the contact form to let us know you wish to return a product.

Packaging

- Pack the products in their original condition and packaging inside a box
- Place the completed return form inside the box
- Affix the provided return label clearly on the outside of the box

Shipping

- Drop off the package at your local post office
- Keep the proof of shipment in a safe place

Refund

When will we refund you?

We will refund the costs you incurred (purchase costs and the original shipping costs if the entire order is returned) within 3 business days after the return has been delivered to us.

What will you be refunded?

If you return all items, you will receive a full refund of the purchase amount, including the shipping costs paid. If only part of the order is returned, you will receive a refund for the returned items only.

Where will the refund be sent?

We will refund the amount using the same payment method you used. If this is not possible, we will contact you.

Return shipping costs

Return shipping costs are at your own expense. Are you returning a product because it arrived damaged or was incorrectly delivered? In that case, we will reimburse those costs afterward.



Return form

Please include this completed form with your return shipment.

Customer information

Name:	Order number:
Address:	Customer number:
Postal code:	IBAN:
City:	Name account holder:
Phone number:	Return date:
E-mail:	

Reason for return

<input type="radio"/> Defect	<input type="radio"/> Duplicate delivery
<input type="radio"/> Incorrect item	<input type="radio"/> Does not meet expectations
<input type="radio"/> Transport damage	<input type="radio"/> Ordered incorrectly
<input type="radio"/> Other, namely:	

Returned items

Quantity	Article Number (SKU)	Description

Explanation



Return instructions

When returning items, please ensure that:

- The items are complete
- The items are in their original, undamaged packaging
- A copy of the invoice and this return form are included

We aim to process your return as quickly as possible. Helpful tips::

- Pack the items securely to prevent damage during transit
- To reduce waste, you can reuse the box we used to ship the product to you
- Make sure the address label is clearly visible

Shipping

Take the package to a post office of your choice. You will receive a proof of shipment—please keep this until your return has been fully processed. It serves as evidence that the package was indeed shipped and may be requested in case of loss during transit.

Processing

As soon as your return has been processed, you will be notified automatically. We aim to do this as quickly as possible. If you haven't heard from us within 14 days, please contact our customer service team.

Cut out the address label below and attach it visibly to the box. Note: this is not a shipping label

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